

Request for Proposals for Security Services Provider

Request for Proposals No.:360616

Table of Contents

- Table of Contents..... 1**
- Request for Proposals for Security Services Provider 1**
- Part 1 – Invitation and Submission Instructions..... 3**
 - 1.1 Invitation to Proponents..... 3
 - 1.2 RFP Contact 3
 - 1.3 Contract for Deliverables..... 3
 - 1.4 RFP Timetable 3
 - 1.5 Submission of Proposals..... 4
- Part 2 – Evaluation, Negotiation, and Award 6**
 - 2.1 Stages of Evaluation and Negotiation 6
 - 2.2 Stage I – Mandatory Submission Requirements 6
 - 2.3 Stage II – Evaluation..... 6
 - 2.4 Stage III – Pricing..... 6
 - 2.5 Stage IV – Ranking and Contract Negotiations 6
- Part 3 – Terms and Conditions of the RFP Process..... 8**
 - 3.1 General Information and Instructions..... 8
 - 3.2 Communication after Issuance of RFP 8
 - 3.3 Notification and Debriefing 9
 - 3.4 Conflict of Interest and Prohibited Conduct 9
 - 3.5 Confidential Information 11
 - 3.6 Procurement Process Non-Binding 11
 - 3.7 Governing Law and Interpretation 12
- Appendix A – Form of Agreement Uploaded**
- Appendix B – Submission Form..... 14**
- Appendix C – Pricing 17**
- Appendix D – RFP Particulars..... 18**
 - A. The Deliverables 18
 - B. Material Disclosures..... 18
 - C. Mandatory Submission Requirements..... 18
 - D. Mandatory Technical Requirements 18
 - E. Pre-Conditions of Award 18
 - F. Rated Criteria 19
- Appendix E – FIN 5-7 Procurement Supplier Code of Conduct..... Uploaded**

Part 1 – Invitation and Submission Instructions

1.1 Invitation to Proponents

This Request for Proposals (the “RFP”) is an invitation by the City of Kamloops (the “City”) to prospective proponents to submit proposals for Security Services Provider as further described in [Section A of the RFP Particulars \(Appendix D\)](#) (the “Deliverables”).

The City of Kamloops uses Security Services throughout the City including the following departments Fire, Parks, Real Estate and Emergency Services. The Security Service provided is to ensure the safety and security of the City’s assets, premises, employees, tenants, visitors and the general public. Currently a security firm is the first point of contact for some buildings in the event the alarm system is triggered.

1.2 RFP Contact

For the purposes of this procurement process, the “RFP Contact” will be:

Carly Norris BBA SCMP via

<https://kamloops.bonfirehub.ca/opportunities/76553>

Messages, Opportunity Q&A

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials, or other representatives of the City, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the proponent and the rejection of the proponent’s proposal.

1.3 Contract for Deliverables

1.3.1 Type of Contract

The selected proponent will be requested to enter into direct contract negotiations to finalize an agreement with the City for the provision of the Deliverables. The terms and conditions found in the [Form of Agreement \(Appendix A\)](#) are to form the basis for commencing negotiations between the City and the selected proponent. It is the City’s intention to enter into an agreement with only one (1) legal entity.

1.3.2 Term of Contract

The term of the agreement is to be for a period of three years, with an option in favour of the City to extend the agreement on the same terms and conditions for an additional term of up to two, one year extensions.

1.4 RFP Timetable

1.4.1 Key Dates

Issue Date of RFP	June 5, 2024
Deadline for Questions	June 28, 2024 2:00 PM local time
Submission Deadline	July 17, 2024 2:00 PM local time
Rectification Period	2 business days
Contract Negotiation Period	15 business days
Anticipated Execution of Agreement	August 2024

The RFP timetable is tentative only and may be changed by the City at any time. For greater clarity, business days means any day except for Saturday, Sunday, or any British Columbia statutory holidays¹.

1.5 Submission of Proposals

1.5.1 Proposals to be Submitted at Prescribed Location

BC Bid and the City's Bonfire Submission Portal

<https://kamloops.bonfirehub.ca/opportunities/76553>

(Bonfire) are the only websites that are sanctioned by the City for this RFP. All other websites must not be relied upon.

Proposals must be submitted via Bonfire.

Proponents agree that in no event will the City have any liability whether based on negligence or other torts, contract, warranty, strict liability or otherwise, for any loss or damage of any nature or kind suffered by the Proponents arising from or related to any mistakes, errors, omissions, oversights, statements, representations or warranties in any guideline, guidance or information, written or oral, given to the Proponents by or on behalf of the City regarding or in connection with the Bonfire Submission Portal Service, including the use of the Bonfire Submission Portal Service or the Bonfire Submission Portal Service Delivery Method.

1.5.2 Proposals to be Submitted on Time

Proposals submitted after the Submission Deadline will be rejected. Onus and responsibility rest solely with the Proponent to submit their Proposal to the exact location indicated in the RFP on or before the Submission Deadline. The City does not accept any responsibility for submissions delivered to any other location by the Proponent or its delivery agents. Proponents are advised to make submissions well before the deadline. Proponents making submissions near the deadline do so at their own risk.

1.5.3 Proposals to be Submitted in Prescribed Format

Proponents should submit their response in the prescribed format as stated in Bonfire under Requested Information>Type.

1.5.4 Amendment of Proposals

Proponents may amend their proposals prior to the Submission Deadline.

1.5.5 Withdrawal of Proposals

At any time throughout the RFP process until the execution of a written agreement for provision of the Deliverables, a proponent may withdraw a submitted proposal.

To withdraw a proposal prior to the Submission deadline, Proponents can un-submit their as per below in Bonfire:

¹ British Columbia statutory holidays: <https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/statutory-holidays>

Need to Revise Your Submission?

[Click here to un-submit your submission](#). Note that only submissions that have been finalized and submitted will be considered.

To withdraw a proposal after the Submission deadline, a notice of withdrawal must be sent to the RFP Contact and must be signed by an authorized representative of the proponent. The City is under no obligation to return withdrawn proposals.

[End of Part 1]

Part 2 – Evaluation, Negotiation, and Award

2.1 Stages of Evaluation and Negotiation

The City will conduct the evaluation of proposals and negotiations in the following stages:

2.2 Stage I – Mandatory Submission Requirements

Stage I will consist of a review to determine which proposals comply with all of the mandatory submission requirements. If a proposal fails to satisfy all of the mandatory submission requirements, the City will issue the proponent a rectification notice identifying the deficiencies and providing the proponent an opportunity to rectify the deficiencies. If the proponent fails to satisfy the mandatory submission requirements within the Rectification Period, its proposal will be rejected. The Rectification Period will begin to run from the date and time that the City issues a rectification notice to the proponent. The mandatory submission requirements are set out in Section C of the RFP Particulars (Appendix D).

2.3 Stage II – Evaluation

Stage II will consist of the following two sub-stages:

2.3.1 Mandatory Technical Requirements

The City will review the proposals to determine whether the mandatory technical requirements as set out in Section D of the RFP Particulars (Appendix D) have been met. Questions or queries on the part of the City as to whether a proposal has met the mandatory technical requirements will be subject to the verification and clarification process set out in Part 3.

2.3.2 Rated Criteria

The City will evaluate each qualified proposal on the basis of the non-price rated criteria as set out in Section F of the RFP Particulars (Appendix D).

2.4 Stage III – Pricing

Stage III will consist of a scoring of the submitted pricing of each qualified proposal in accordance with the price evaluation method set out in Pricing (Appendix C). The evaluation of price will be undertaken after the evaluation of mandatory requirements and rated criteria has been completed.

2.5 Stage IV – Ranking and Contract Negotiations

2.5.1 Ranking of Proponents

After the completion of Stage III, all scores from Stage II and Stage III will be added together and the proponents will be ranked based on their total scores. The top-ranked proponent will receive a written invitation to enter into direct contract negotiations to finalize the agreement with the City. In the event of a tie, the selected proponent will be the proponent selected by way of coin toss.

2.5.2 Contract Negotiation Process

Any negotiations will be subject to the process rules contained in the Terms and Conditions of the RFP Process (Part 3) and will not constitute a legally binding offer to enter into a contract on the part of the City or the proponent, and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. The terms and conditions found in the Form of Agreement (Appendix A) are to form the basis for commencing negotiations between the City and the selected proponent. Negotiations may include requests by the City for supplementary information from the proponent to verify, clarify, or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the City for improved pricing or performance terms from the proponent.

2.5.3 Time Period for Negotiations

The City intends to conclude negotiations and finalize the agreement with the top-ranked proponent during the Contract Negotiation Period, commencing from the date the City invites the top-ranked proponent to enter negotiations. A proponent invited to enter into direct contract negotiations should therefore be prepared to satisfy the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D), provide requested information in a timely fashion and conduct its negotiations expeditiously.

2.5.4 Failure to Enter into Agreement

If the pre-conditions of award listed in Section E of the RFP Particulars (Appendix D) are not satisfied or if the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, the City may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations, or until the City elects to cancel the RFP process.

2.5.5 Notification of Negotiation Status

Other proponents that may become eligible for contract negotiations may be notified at the commencement of the negotiation process with the top-ranked proponent.

[End of Part 2]

Part 3 – Terms and Conditions of the RFP Process

3.1 General Information and Instructions

3.1.1 Proponents to Follow Instructions

Proponents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

3.1.2 Proposals in English

All proposals are to be in English only.

3.1.3 No Incorporation by Reference

The entire content of the proponent's proposal should be submitted in a fixed format, and the content of websites or other external documents referred to in the proponent's proposal but not attached will not be considered to form part of its proposal.

3.1.4 Past Performance

In the evaluation process, the City may consider the proponent's past performance or conduct on previous contracts with the City or other institutions.

3.1.5 Information in RFP Only an Estimate

The City and its advisers make no representation, warranty, or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only, and are for the sole purpose of indicating to proponents the general scale and scope of the Deliverables. It is the proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

3.1.6 Proponents to Bear Their Own Costs

The proponent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

3.1.7 Proposal to be Retained by the City

The City will not return the proposal or any accompanying documentation submitted by a proponent.

3.1.8 No Guarantee of Volume of Work or Exclusivity of Contract

The City makes no guarantee of the value or volume of work to be assigned to the successful proponent. The agreement to be negotiated with the selected proponent will not be an exclusive contract for the provision of the described Deliverables. The City may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

3.2 Communication after Issuance of RFP

3.2.1 Proponents to Review RFP

Proponents should promptly examine all of the documents comprising this RFP and may direct questions or seek additional information in writing by email to the RFP Contact on or before the Deadline for Questions. No such communications are to be directed to anyone other than the RFP Contact. The City is under no obligation to provide additional information, and the City is not responsible for any information provided by or obtained from any source other than the RFP Contact. It is the responsibility of the proponent to seek clarification from the RFP Contact on any matter it considers to be unclear. The City is not responsible for any misunderstanding on the part of the proponent concerning this RFP or its process.

3.2.2 All New Information to Proponents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the City, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all proponents by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Proponents are responsible for obtaining all addenda issued by the City.

3.2.3 Post-Deadline Addenda and Extension of Submission Deadline

If the City determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the City may extend the Submission Deadline for a reasonable period of time.

3.2.4 Verify, Clarify, and Supplement

When evaluating proposals, the City may request further information from the proponent or third parties in order to verify, clarify, or supplement the information provided in the proponent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical requirements set out in Section D of the RFP Particulars (Appendix D). The City may revisit, re-evaluate, and rescore the proponent's response or ranking on the basis of any such information.

3.3 Notification and Debriefing

3.3.1 Notification to Other Proponents

Once the City and a proponent execute an agreement, the other proponents will be notified directly in writing and by public posting of the outcome of the procurement process.

3.3.2 Debriefing

Proponents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within sixty (60) days of such notification.

3.3.3 Procurement Protest Procedure

If a proponent wishes to challenge the RFP process, it should provide written notice to the Manager of Procurement at purchasing@kamloops.ca in accordance with applicable procurement protest procedures.

3.4 Conflict of Interest and Prohibited Conduct

3.4.1 Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

in relation to the RFP process, the proponent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, confidential information of the City in the preparation of its proposal that is not available to other proponents; (ii) having been involved in the development of the RFP, including having provided advice or assistance in the development of the RFP; (iii) receiving advice or assistance in the preparation of its response from any individual or entity that was involved in the development of the RFP; (iv) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or (v) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or

in relation to the performance of its contractual obligations under a contract for the Deliverables, the proponent's other commitments, relationships, or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased, and impartial exercise of its independent judgement; or (ii)

could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

3.4.2 Disqualification for Conflict of Interest

The City may disqualify a proponent for any conduct, situation, or circumstances, determined by the City, in its sole and absolute discretion, to constitute a Conflict of Interest as defined above.

3.4.3 Disqualification for Prohibited Conduct

The City may disqualify a proponent, rescind an invitation to negotiate or terminate a contract subsequently entered into if the City determines that the proponent has engaged in any conduct prohibited by this RFP.

3.4.4 Prohibited Proponent Communications

Proponents must not engage in any communications that could constitute a Conflict of Interest and should take note of the Conflict of Interest declaration set out in the Submission Form (Appendix B).

3.4.5 Proponent Not to Communicate with Media

Proponents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

3.4.6 No Lobbying

Proponents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful proponent(s).

3.4.7 Illegal or Unethical Conduct

Proponents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Proponents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, elected or appointed officials, or other representatives of the City; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

3.4.8 Past Performance or Past Conduct

The City may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- i. illegal or unethical conduct as described above;
- ii. the refusal of the supplier to honour its submitted pricing or other commitments; or
- iii. any conduct, situation or circumstance determined by the City, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

3.4.9 FIN 5–7 Procurement – Supplier Code of Conduct Policy (Appendix E)

The City requires its suppliers to act with integrity and conduct business in an ethical manner. The City may refuse to do business with any supplier that has engaged in illegal or unethical bidding practices, has an undisclosed actual or potential conflict of interest or an unfair advantage, or fails to adhere to ethical business practices.

Suppliers are responsible for employees, representatives, agents, or subcontractors acting on their behalf to conduct themselves in accordance with FIN 5-7 Procurement – Supplier Code of Conduct Policy.

3.5 Confidential Information

3.5.1 Confidential Information of the City

All information provided by or obtained from the City in any form in connection with this RFP either before or after the issuance of this RFP

- i. is the sole property of the City and must be treated as confidential;
- ii. is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables;
- iii. must not be disclosed without prior written authorization from the City; and
- iv. must be returned by the proponent to the City immediately upon the request of the City.

3.5.2 Confidential Information of Proponent

A proponent should identify any information in its proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the City. The confidentiality of such information will be maintained by the City, except as otherwise required by law or by order of a court or tribunal. Proponents are advised that their proposals will, as necessary, be disclosed, on a confidential basis, to advisers retained by the City to advise or assist with the RFP process, including the evaluation of proposals. If a proponent has any questions about the collection and use of personal information pursuant to this RFP, questions are to be submitted to the RFP Contact.

3.6 Procurement Process Non-Binding

3.6.1 No Contract A and No Claims

This procurement process is not intended to create and will not create a formal, legally binding bidding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- i. this RFP will not give rise to any Contract A-based tendering law duties or any other legal obligations arising out of any process contract or collateral contract; and
- ii. neither the proponent nor the City will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract, or failure to honour a proposal submitted in response to this RFP.

3.6.2 No Contract until Execution of Written Agreement

This RFP process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between the proponent and the City by this RFP process until the successful negotiation and execution of a written agreement for the acquisition of such goods and/or services.

3.6.3 Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of the proponents. Any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the City to enter into an agreement for the Deliverables.

3.6.4 Cancellation

The City may cancel or amend the RFP process without liability at any time.

3.7 Governing Law and Interpretation

These Terms and Conditions of the RFP Process (Part 3):

- i. are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);
- ii. are non-exhaustive and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- iii. are to be governed by and construed in accordance with the laws of the province of British Columbia and the federal laws of Canada applicable therein.

[End of Part 3]

Appendix A – Form of Agreement

Uploaded to Bonfire

Appendix B – Submission Form

1. Proponent Information

Please fill out the following form, naming one person to be the proponent’s contact for the RFP process and for any clarifications or communication that might be necessary.	
Full Legal Name of Proponent:	
Any Other Relevant Name under which Proponent Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Company Website (if any):	
Proponent Contact Name and Title:	
Proponent Contact Phone:	
Proponent Contact Email:	

2. Acknowledgment of Non-Binding Procurement Process

The proponent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process (and for greater certainty, does not give rise to a Contract-A bidding process contract), and that no legal relationship or obligation regarding the procurement of any good or service will be created between the City and the proponent unless and until the City and the proponent execute a written agreement for the Deliverables.

3. Ability to Provide Deliverables

The proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required. The proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFP for the rates set out in its proposal.

4. Non-Binding Pricing

The proponent has submitted its pricing in accordance with the instructions in the RFP and in Pricing (Appendix C) in particular. The proponent confirms that the pricing information provided is accurate. The proponent acknowledges that any inaccurate, misleading, or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. Addenda

The proponent is deemed to have read and taken into account all addenda issued by the City prior to the Deadline for Issuing Addenda.

6. No Prohibited Conduct

The proponent declares that it has not engaged in any conduct prohibited by this RFP, as defined in FIN 5-7 Procurement – Supplier Code of Conduct Policy (Appendix E).

7. Conflict of Interest

The proponent must declare all potential Conflicts of Interest, as defined in section 3.4.1 of this RFP.

This includes disclosing the names and all pertinent details of all individuals (employees, advisers, or individuals acting in any other capacity) who:

- a. have family members² currently employed by the City,
- b. participated in the preparation of the proposal; AND/OR
- c. were employees of the City within twelve (12) months prior to the Submission Deadline.

If the box below is left blank, the proponent will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The proponent declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the proponent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the proponent declares an actual or potential Conflict of Interest by marking the box above, the proponent must set out below details of the actual or potential Conflict of Interest:

8. Disclosure of Information

The proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the City to the advisers retained by the City to advise or assist with the RFP process, including with respect to the evaluation of this proposal.

Signature of Proponent Representative

Name of Proponent Representative

² As defined in the Employment Standards Act of BC: https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/137_2019

Title of Proponent Representative

Date

I have the authority to bind the proponent.

Appendix C – Pricing

1. Instructions on How to Provide Pricing

- a. Proponents should provide the information requested under section 3 below.
- b. Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for PST and GST, which should be itemized separately.
- c. Rates quoted by the proponent must be all-inclusive and must include all labour and material costs, all travel and carriage costs, all insurance costs, all costs of delivery, all costs of installation and set-up, including any pre-delivery inspection charges, and all other overhead, including any fees or other charges required by law.

2. Evaluation of Pricing

Pricing is worth 25 points of the total score.

Pricing will be scored based on a relative pricing formula using the rates set out in the pricing form. Each proponent will receive a percentage of the total possible points allocated to price for the particular category it has submitted a proposal for, which will be calculated in accordance with the following formula:

$$\text{lowest price} \div \text{proponent's price} \times \text{weighting} = \text{proponent's pricing points}$$

3. Required Pricing Information

- a. Roving (including a vehicle) patrols hourly rate \$_____
- b. Static (on foot) patrols hourly rate \$_____
- c. Scenarios: For each scenario provide the total cost and a sample invoice:
 - i. Total cost for Scenario 1 \$_____
 - ii. Total cost for Scenario 2 \$_____
 - iii. Total cost for Scenario 3 \$_____

Appendix D – RFP Particulars

A. The Deliverables

The scope of the Deliverables include but are not limited to the following:

- Comprehensive security staff, frequent services may include:
 - Scheduled and on-call Security Services,
 - Roving and Static patrols,
 - Twenty-four hours a day, seven days a week mobile patrols and short-term on-site guard services,
 - Daily perimeter checks,
 - Securing buildings,
 - Concerts, events and alarm response callouts,
 - Welfare checks on workers working alone or in isolation,
 - Recommendations to resolve security threats or issues anticipated or encountered by the City.
- Tools and equipment,
- Transportation,
- License,
- Reporting.

B. Material Disclosures

Not applicable.

C. Mandatory Submission Requirements

1. Submission Form (Appendix B)

Each proposal must include a Submission Form (Appendix B) completed and signed by an authorized representative of the proponent.

2. Other Mandatory Submission Requirements

Supplier is bonded.

Compliant with the Security Services Act.

D. Mandatory Technical Requirements

Not applicable.

E. Pre-Conditions of Award

The City Contractors Coordination Program requires that before a Contractor can be hired to do the Work for the City, the following information must be on file

- i. a copy of your current WorkSafeBC clearance letter.
- ii. a copy of your current City Business License. a copy of your insurance acceptable to the City.
- iii. an up-to-date copy of your Occupational Health and Safety Program acceptable to the City.

- iv. for companies with more than 20 employees the City will require a copy of the Contractor's Occupational Health and Safety Program for review to ensure that it meets the criteria set by the WorkSafeBC Regulation 3.3. The manual must also contain safe work procedures regarding the type of work the Contractor is being hired to do.

For companies with less than 20 employees there must be proof that employees have been properly trained in the work they have been hired to do and evidence there is a commitment to safety by the Contractor.

F. Rated Criteria

The following sets out the categories, weightings, and descriptions of the rated criteria of the RFP. Proponents who do not meet a minimum threshold score for a category will not proceed to the next stage of the evaluation process.

Rated Criteria Category	Weighting (Points)	Minimum Threshold
i. Operations	25.00	56.25 out of 75.00
ii. Staffing and Equipment	20.00	
iii References	5.00	
iv. Sustainability	10.00	
v. Scenarios	15.00	
Pricing (Appendix C)	25.00	
Total Points	100.00	

Non-Price Rated Criteria

Proponents should submit their proposals in a clear concise manner in the following order:

i. Operations

- a. Provide a comprehensive list and information on your company's core services. Illustrate the service level commitment that your organization will offer to the City. Describe dispatch operations and average response time within city limits. Include the guaranteed response times and number of personnel for the following:
 - i. Immediate (response within two hours),
 - ii. Standard.
- b. Describe how capacity issues are mitigated. Include capacity limits: number of people over length of time, multiple callouts simultaneously and conflicting demands.
- c. Describes how your organization's process for dealing with the following: difficult people, response to emergency situations, coordinating with emergency personnel.
- d. Describe your security officer's investigation experience and techniques including covert capabilities.
- e. Describe how reoccurring problematic occurrences are handled. Convey when and how the information will be communicated to the City. Provide samples of all standard incident and statistical reports.
- f. Detail what statistics your company provides weekly. Include 1 sample incident report, 1 sample daily report and 1 sample post/ standing order.

ii. Staffing and Equipment

- a. Describe your company's personnel screening, selection and hiring process.
- b. Describe your company's ongoing security training program.
- c. Describe the security equipment including vehicles and attire staff will utilize while on duty. Provide a current colour photograph of security staff attire.
- d. List the language capabilities that your security officers are able to fluently correspond in.
- e. Provide names of key personnel which will be involved. Identify their roles, responsibilities, and qualifications. List of all current security employees along with their Security Worker License number.

iii. References

- a. Provide at least three references of companies or organizations for whom your organization team has provided similar deliverables. List:
 - Customer Name and title,
 - Contact's position, phone number and email address,
 - Commencement of contract and term,
 - Description of services provided,
 - Relevance in terms of similarity to the City's deliverables.
- b. The City reserves the right to obtain their own references and take these into consideration in the review of submissions.

iv. Sustainability

- a. Describe how your company works to reduce its greenhouse gas emissions from transportation from work-related travel.
- b. Summarize your company's environmental or sustainability policy, including major targets. Respondents may include relevant links or documentation (e.g. the policy, targets and reports on progress), but these should be used for reference only, and not as the formal response.

v. Scenarios

- a. Scenario 1: At 0200 hours a Community Service Officer (CSO) receives a call from the Kamloops Fire and Rescue (KFR). CSO immediately attends to secure the scene. Three security guards are needed to block off the alley ways. Provide the following:
 - i. Timeframe for three security guards to be on the scene, and;
 - ii. Indicate time of arrival.

Security will be required on this site for ten hours.

- b. Scenario 2: After a meeting with Senior Management, it is decided that a mobile patrol is required for the downtown area for the next two months. Patrols will be from 2000 until 0800 hours. A report will need to be submitted daily on the findings and interactions. Provide the following:
 - i. Timeline for this to be implemented, and;
 - ii. Sample report including details of findings and interactions.

- c. Scenario 3: A Blazers game is scheduled. Ten security guards are required at every Blazer's game for three hours each. One day prior your company is notified five additional security guards are required. Provide the following:
- i. What process is in place to implement the additional guards being required?
 - ii. Explain if or how this would impact the rest of your operations.

Appendix E – FIN 5-7 Procurement Supplier Code of Conduct

Uploaded to Bonfire